

## Delaware Consumers Have the Right to Obtain a Security Freeze

You may obtain a security freeze on your credit report for no more than ten dollars to protect your privacy and ensure that credit is not granted in your name without your knowledge. You have a right to place a security freeze on your credit report pursuant to Delaware law. The security freeze will prohibit a consumer reporting agency from releasing any information in your credit report without your express authorization or approval. You must separately request, by certified mail, that it be frozen by the three consumer reporting agencies and pay each a ten-dollar fee to do so. After January 31, 2009, you will be able to request this freeze from the agencies by e-mail.

A consumer reporting agency may charge a consumer for a security freeze service only in the following discrete circumstances:

- a. Ten dollars for the initial application for the consumer's first personal identification number or password.
- b. Five dollars for the initial application for a person aged 65 years or over.
- c. If the consumer fails to retain the original personal identification number or password provided by the agency, the consumer may not be charged for a 1-time reissue of the same or a new personal identification number or password; however, the consumer may be charged no more than \$10 for subsequent instances of loss and reissuance of a new personal identification number or password.
- d. No consumer who has been a victim of identity theft shall be charged any fee for placement of a security freeze on the consumer's own report.

The security freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. When you place a security freeze on your credit report, you will be sent a personal identification number or password to use if you choose to remove the freeze on your credit report or to temporarily authorize the release of your credit report for a specific period of time after the freeze is in place. To provide that authorization, you must contact the consumer reporting agency and provide all of the following:

1. The unique personal identification number or password provided by the consumer reporting agency.
2. Proper identification to verify your identity.
3. Proper information regarding the period of time for which the report shall be available to users of the credit report.
4. A consumer reporting agency that receives a request from a consumer to lift temporarily a freeze on a credit report shall comply with the request no later than three business days after receiving the request. By January 31, 2009, the consumer reporting agency must temporarily lift the freeze within 15 minutes of receiving the request.

A security freeze does not apply to circumstances where you have an existing account relationship and a copy of your report is requested by your existing creditor or its agents or affiliates for certain types of account review, collection, fraud control or similar activities.

If you are actively seeking a new credit, loan, utility, telephone, or insurance account, you should understand that the procedures involved in lifting a security freeze may slow your own applications for credit. You should plan ahead and lift a freeze with enough advance notice before you apply for new credit for the lifting to take effect. Until January 31, 2009, you should lift the freeze at least 3 business days before applying, and after that date you should lift the freeze at least 15 minutes before applying for a new account.

## **Delaware Consumers Have the Right to Obtain a Security Freeze**

You have a right to bring a civil action against someone who violates your rights under the credit reporting laws. The action can be brought against a consumer reporting agency.

*(LexisNexis Risk Solutions Inc. does not require certified mail for either adding or lifting a security freeze and will never charge you for either adding or lifting a security freeze.)*